

PROGRAM COMPLIANCE MANAGER-MANAGEMENT AND OCCUPANCY REVIEWS

APPLICATION DEADLINE IS MONDAY, JUNE 13, 2016 AT 11:59PM

Division: Program Compliance
Reports to: Director of Program Compliance
Location: Nashville, TN
Full-time/Part-time: Full-time Long-Term Temporary
Salary Grade: 34
Monthly Salary Range Minimum: \$3,896
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Supervises Program Compliance Coordinators who are handling the Management and Occupancy Reviews (MOR's); monitors program participants (properties) to determine compliance with federal and state regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, makes hiring recommendations, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Develops internal performance standards; holds staff accountable for meeting performance expectations.
- Approves final reports to program participants and other interested parties.
- Researches regulations and develops monitoring procedures to ensure an effective compliance program.
- Conducts Quality Assurance Reviews (QARs) on MOR reports.
- Works with the director to develop or revise processes to resolve concerns identified during Quality Assurance (QA) or external audits.
- Assists with training activities for the division, including conducting training for internal and external customers.
- Maintains effective working relationships, primarily by providing answers and/or technical support to owners, property managers, Department of Housing and Urban Development (HUD) staff, other state agencies, and internal agency personnel.
- Enters monitoring information into program databases to test participant compliance.
- Develops and maintains computer reports for tracking and monitoring processes and meeting deadlines.
- May represents the division in the absence of the director.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- Bachelor's degree in business, finance, or other related field preferred.
- One year of compliance monitoring experience.
- One year of supervisory and/or management experience.

Program Compliance Manager-MOR's (Manager 2)

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff.
- Ability to communicate effectively with subordinates and superiors to ensure productivity and good work habits.
- Working knowledge of the Project Based Contract Administration (PBCA) Section 8 program, HUD, and Uniform Physical Conditions Standards (UPCS) regulations, and property management
- Ability to read, understand, and interpret complex rules, regulations, policies, procedures, agreements and organizational materials.
- Ability to provide guidance in interpreting regulations to assure compliance.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to troubleshoot problem areas creatively and communicate solutions effectively.
- Ability to determine and make accurate mathematical calculations and system data entries.
- Ability to handle frequent procedural change.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Maintains credibility through sincerity, honesty, and discretion.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Maintains high level of confidentiality.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive.
- Frequent in-state and some out-of-state travel, including overnight travel.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

**PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE
ONLINE INSTRUCTIONS**

APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION